

California Relay 2016 - 2017 FCC TRS Complaint Report

June 2016 - May 2017

| Inquiry ID | Inquiry Date | CA/Opr # | Call Type to CC | Call Taken By | Call Responded By | Description of Incident | Date of Resolution | Description of Resolution | Category | Sub-Category |
|---------------|--------------|----------|-----------------|---------------|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|-------------------------------|
| 160602-000015 | 6/2/2016 | | Voice | Tyna | Tyna | Customer stated having problems with disconnections. | 6/2/2016 | Customer Care attempted to obtain further information but the customer disconnected before any information was obtained. There has been no further contact from this customer. | External Complaints | Miscellaneous |
| 160602-000039 | 6/2/2016 | | VCO | Jenn | Jenn | Customer stated they are unable to place an international call through the Relay Service. | 6/2/2016 | Customer Care verified the customer had the correct information in their profile and referred the customer to their phone service provider for further assistance. Customer was satisfied. | External Complaints | Miscellaneous |
| 160602-000054 | 6/2/2016 | 1248 | STS | Tyna | Tyna | Customer stated their STS call was handled improperly. The CA could not understand them but the called party could. | 6/3/2016 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call, but followed the proper procedures when processing the call. Information was forwarded to management and CA did not receive refresher training in regards to this issue. Customer was satisfied. | Service Complaints | STS Call Handling Problems |
| 160604-000012 | 6/4/2016 | | STS | Tyna | Tyna | ~Customer stated they left a message for the a manager and they never heard anything. | 6/4/2016 | Customer Care apologized and confirmed the information was forwarded to management and advised would resend their request back over to management. Customer Care Manager attempted to contact the customer via phone with no answer or return call. | Service Complaints | Miscellaneous |
| 160604-000015 | 6/4/2016 | | STS | Tyna | Tyna | ~Customer wants message given to technical to get a phone number they previously dialed. | 6/6/2016 | Customer Care advised would forward their request to the technical department. Information was forwarded to the technical department which was unable to locate call detail information. Customer called back and stated they wanted to cancel this request. Customer Care advised cancellation would be forwarded. Customer was satisfied. | Technical Complaints | Miscellaneous |
| 160606-000128 | 6/6/2016 | | Voice | Erica | Erica | Customer stated they have experienced a long hold time/delay when connecting to the Relay. | 6/6/2016 | Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 99.8 % within 10 seconds for the day. | Technical Complaints | Long Hold Time/Disconnect |
| 160607-000077 | 6/7/2016 | | Voice | Carey | Carey | Customer stated that they had several issues on a call placed through a Video Relay Service. | 6/7/2016 | Customer Care explained that California Relay Service does not offer Video Relay Services. Customer disconnected before Customer Care was able to refer them to the FCC website for further information regarding Video Relay Services. | External Complaints | Miscellaneous |
| 160609-000083 | 6/9/2016 | | Voice | Carey | Carey | A neighbor of the customer called and stated they were unable to receive calls and do not have a dial tone on their phone. | 6/9/2016 | Customer Care provided basic troubleshooting tips which were unsuccessful. Customer Care referred the customer to their telephone service provider for assistance. Customer was satisfied. | External Complaints | Miscellaneous |
| 160609-000092 | 6/9/2016 | | STS | Carey | Carey | Customer stated that they were expecting an email from Customer Care; however, they did not receive the email. | 6/9/2016 | Customer Care discovered that the email address provided by the customer was invalid. Further discussion with the customer revealed that they were not able to send or receive emails from that address. Customer Care provided basic troubleshooting tips that were unsuccessful. Customer Care referred the customer to their service provider for further assistance. Customer understood. | External Complaints | Miscellaneous |
| 160610-000052 | 6/10/2016 | | Voice | Janelle | Janelle | Representative from California Telecommunications Access Program called on behalf of customer stating they have been unable to place a long distance call through the Relay. | 6/13/2016 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department. Technical was able to determine the issue was not with Relay. Customer Care referred the customer to contact their telephone service provider. Customer was satisfied. | Technical Complaints | Long Distance/Billing Issues |
| 160613-000112 | 6/13/2016 | | Voice | Dan | Dan | Customer stated they have been receiving suspicious telephone calls not through Relay. | 6/13/2016 | Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood. | External Complaints | Miscellaneous |
| 160614-000011 | 6/14/2016 | 9242 | Voice | Jacob | Jacob | Customer stated the CA did not keep them informed while processing the call. Customer stated that they called a TTY user and the CA did indicate that the TTY user answered the line; however, the CA became unresponsive and then stated that the TTY user had disconnected. | 6/29/2016 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management; which verified that the CA had followed proper procedure. CA did not receive refresher training regarding this issue. | Service Complaints | CA Did not Keep User Informed |

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| 160615-000061 | 6/15/2016 | | VCO | Dan | Dan | Customer stated they have been unable to place a long distance call through the relay. Customer stated they were able to place a long distance call directly and already confirmed that there are no issues with their telephone service. | 8/8/2016 | Customer Care obtained the customer's permission to contact their telephone service provider regarding this issue. Customer Care contacted AT&T regarding this issue; however, AT&T refused to provide any information and instructed Customer Care to have the customer contact them. Customer Care advised the customer that they would need to contact AT&T directly and explained what information we need. (Awaiting Customer) | Technical Complaints | Long Distance/Billing Issues |
| 160615-000060 | 6/15/2016 | | Voice | Tyna | Tyna | Customer stated when attempting to dial their mother through Relay it is not going through. | 6/15/2016 | Customer Care placed a test call and reached an operator generated recording "line out of service or disconnected". Customer Care referred the customer to the telephone service provider. Customer was satisfied. | External Complaints | Miscellaneous |
| 160616-000093 | 6/16/2016 | 9362 | STS | Jenn | Jenn | ~Customer stated on a previous call with a CA, the volume was low and made it difficult to hear them. | 6/16/2016 | ~Customer Care gathered information and confirmed the customer was able to hear the CA clearly. Customer disconnected. | Technical Complaints | Tech Issues STS Problem |
| 160616-000094 | 6/16/2016 | | Voice | Erica | Erica | Customer stated they have been receiving suspicious telephone calls not through relay. | 6/16/2016 | Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood. | External Complaints | Miscellaneous |
| 160621-000075 | 6/21/2016 | | TTY | Tyna | Tyna | Customer stated the Customer Care Representative was very abrupt and disconnected the call. | 6/21/2016 | Customer Care apologized attempted to gather more information. Customer disconnected prior to giving more information. | Service Complaints | Miscellaneous |
| 160622-000000 | 6/22/2016 | | TTY | Dan | Dan | Customer stated when attempting to place a call, their party was not able to hear the CA. | 6/22/2016 | Customer Care attempted to gather call details, but customer disconnected before information could be obtained. | Technical Complaints | Miscellaneous |
| 160622-000094 | 6/22/2016 | 1239 | Voice | Dan | Dan | Customer stated the CA did not follow policy/procedure. | 7/5/2016 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management; which determined the CA followed proper procedure. CA did not receive refresher training in regards to this issue. | Service Complaints | Didn't Follow Policy/Procedure |
| 160701-000083 | 6/24/2016 | 1430 | VCO | Carey | Carey | Customer stated they have been unable to place a long distance call through the relay. Customer stated they are receiving a recording which states "Call is not allowed" when attempting to place a call. | 6/24/2016 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management and CA received refresher training in regards to this issue. Customer was satisfied. | Technical Complaints | Long Distance/Billing Issues |
| 160627-000131 | 6/27/2016 | | Voice | Erica | Erica | Customer stated they were unable to use live Directory Assistance and were told to dial 7-1-1 instead. | 6/27/2016 | Customer Care explained Relay and asked if they are interested in using our service. Customer stated "Not at this time" and disconnected. No further information was obtained. | External Complaints | Miscellaneous |
| 160629-000097 | 6/29/2016 | | TTY | Erica | Erica | Customer stated they were receiving a lot of garble during the call. | 6/29/2016 | Customer Care provided several tips for clearing garble during a call; which did not resolve the issue. Customer stated they would call back. There has been no further contact from this customer. | Technical Complaints | Garbling |
| 160630-000059 | 6/30/2016 | | TTY | Jenn | Jenn | Customer stated the CA hung up on them multiple times. | 7/7/2016 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management; which verified that the CA had followed proper procedure and that orig had disconnected the call. CA did not receive refresher training regarding this issue. | Service Complaints | CA Hung Up on Caller |
| 160701-000101 | 7/1/2016 | | STS | Erica | Erica | ~Customer stated they are sometimes unable to get through to the STS line provided on the FCC website. | 7/1/2016 | Customer Care tested the line the customer was referring to; call was successful. Customer Care explained that the customer would have to contact the FCC to file a complaint. Customer was satisfied. | Technical Complaints | Tech Issues STS Problem |
| 160705-000155 | 7/5/2016 | | Voice | Dan | Dan | Customer stated they could not understand the CA. | 7/5/2016 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management and CA received refresher training in regards to this issue. Customer was satisfied. | Service Complaints | Miscellaneous |
| 160706-000105 | 7/6/2016 | | STS | Jenn | Jenn | ~Customer stated they are unsatisfied with the California STS Service and that it's not the same as it used to be. | 7/6/2016 | Customer Care apologized and attempted to gather information; however customer disconnected without providing any call details. | Service Complaints | Miscellaneous |

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| 160706-000126 | 7/6/2016 | Sup Annie | STS | Dan | Dan | Customer stated their STS call was handled improperly. Customer stated they were told they had to take their phone off of speaker phone or their call would be disconnected. | 7/12/2016 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the Supervisor had been on the call. Information was forwarded to management; which determined the Supervisor followed proper procedure. Supervisor did not receive refresher training in regards to this issue. | Service Complaints | STS Call Handling Problems |
| 160706-000129 | 7/6/2016 | | STS | Dan | Dan | Customer stated they have been getting charged for calls to Directory Assistance and do not think they should be. | 7/6/2016 | Customer Care referred the customer to their telephone service provider for further assistance. Customer understood. | External Complaints | Miscellaneous |
| 160708-000060 | 7/8/2016 | 1430 | TTY | Tyna | Tyna | Customer stated the CA did not keep them informed while processing the call. | 7/13/2016 | Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer understood. | Service Complaints | CA Did not Keep User Informed |
| 160710-000012 | 7/10/2016 | 9022M | Voice | Dan | Dan | Customer stated their STS call was handled improperly. Customer stated the CA would not listen to them and kept attempting to slow the customer down. | 7/12/2016 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management; which determined the CA followed proper procedure. The CA did not receive refresher training in regards to this issue. | Service Complaints | STS Call Handling Problems |
| 160711-000071 | 7/11/2016 | | STS | Tyna | Tyna | ~Customer provided complaints, compliments and suggestions regarding the STS Relay. | 7/11/2016 | Customer Care apologized, thanked the customer for their information and advised would forward to management who acknowledged receipt. Customer was satisfied. | Service Complaints | Miscellaneous |
| 160712-000120 | 7/12/2016 | | Voice | Erica | Erica | Customer requested to send a message to a requested member of upper management with several concerns in regards to Relay. | 7/26/2016 | Customer Care acquired information and forwarded information to upper management. Management worked with the customer in regards to their request. Customer still voiced several concerns and Management has attempted to contact the customer; but there has been no response from the customer at this time. | Service Complaints | Miscellaneous |
| 160713-000079 | 7/13/2016 | | Voice | Tyna | Tyna | Customer stated they have been receiving harassing telephone calls through the Relay. | 7/14/2016 | Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Care explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood. | Service Complaints | Suspicious/Harassment Call |
| 160713-000110 | 7/13/2016 | | STS | Jenn | Jenn | Customer stated they are hearing static on their end of the line and asked Customer Care if they could hear it. | 7/13/2016 | Customer Care did not experience static on the line and could hear the customer and CA clearly. Customer Care referred customer to their phone service provider for further assistance. Customer requested to speak with the Customer Care Manager; who was not available. Customer disconnected. | External Complaints | Miscellaneous |
| 160715-000087 | 7/15/2016 | | TTY | Dan | Dan | Customer stated they received a bill from AT&T when they have service through Frontier. | 7/15/2016 | Customer Care determined the customer did not have a profile and offered to establish one for the customer. Customer agreed and information was forwarded to the technical department. Customer Care also provided information to the customer to have the incorrect charges reversed. Customer was satisfied. | Technical Complaints | Long Distance/Billing Issues |
| 160715-000086 | 7/15/2016 | | VCO | Erica | Erica | Customer stated they have been unable to place a long distance call, or international call, through Relay. Customer requested another number for AT&T, as customer has been unsuccessful in obtaining the CIC code from an AT&T rep in order to set up a profile with Relay. | 7/15/2016 | Customer Care explained to the customer that the international call must have a billing method in order to process correctly. Customer Care explained that in order to process the calls correctly the customer's profile needs to be pointed to the correct provider carrier code. Customer Care provided another number for AT&T Customer Service so that an LOA for the correct carrier code maybe obtained. Customer returned a call and has been able to place international calls. Customer is satisfied. | Technical Complaints | Long Distance/Billing Issues |
| 160715-000088 | 7/15/2016 | | STS | Erica | Erica | Customer stated the CA hung up on them. | 7/15/2016 | Customer Care apologized and stated information would be forwarded to management. Customer became frustrated before all required information could be gathered; customer disconnected. | Service Complaints | CA Hung Up on Caller |
| 160718-000128 | 7/18/2016 | | STS | Erica | Erica | ~Customer stated they do not like the dead air that occurs in the recording after the recording states to hold for the next available CA. | 7/18/2016 | Customer Care explained that the dead air is the result of the call being processed. Customer disconnected. | Technical Complaints | Miscellaneous |
| 160720-000078 | 7/20/2016 | 9362 | STS | Carey | Carey | ~Customer stated the CA hung up on them. | 7/26/2016 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management; and CA received refresher training in regards to this issue. Customer was satisfied. | Service Complaints | CA Hung Up on Caller |

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| 160721-000121 | 7/21/2016 | | TTY | Erica | Erica | Customer stated they are receiving a busy signal when attempting to dial Sprint Relay. Customer requested that Customer Care call Sprint Relay Customer Service on their behalf to find out why the call is not going through. | 7/21/2016 | Customer Care apologized and explained the customer would need to contact Sprint Relay Customer Service directly for further assistance. Customer understood. | External Complaints | Miscellaneous |
| 160722-000094 | 7/22/2016 | 9362 | STS | Erica | Erica | ~Customer stated the CA hung up on them. | 7/27/2016 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management and CA received refresher training in regards to this issue. Customer was satisfied. | Service Complaints | CA Hung Up on Caller |
| 160724-000008 | 7/23/2016 | | STS | Taylor G | Taylor G | ~Customer stated the CA hung up on them. | 7/25/2016 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management; which determined that the CA did follow proper procedure. CA did not receive refresher training in regards to this issue. | Service Complaints | CA Hung Up on Caller |
| 160726-000060 | 7/26/2016 | 5048 | Voice | Jenn | Jenn | Customer stated the CA hung up on them. | 7/28/2016 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management; which determined that the CA did follow proper procedure. CA did not receive refresher training in regards to this issue. | Service Complaints | CA Hung Up on Caller |
| 160801-000115 | 8/1/2016 | | Voice | Dan | Dan | Customer stated they were receiving a lot of garble during the call. Customer stated they felt the garbling is due to Relay "monitoring equipment". | 8/1/2016 | Customer Care offered troubleshooting tips for the customer. Customer Care called back and left voice message to follow up and there has been no further contact from the customer. Customer understood. | Technical Complaints | Garbling |
| 160803-000079 | 8/3/2016 | | VCO | Erica | Erica | Customer stated that they are unable to get through to a person whose phone does not accept unlisted or restricted numbers. | 8/3/2016 | Customer Care referred customer to their telephone provider for further assistance. Customer understood. | External Complaints | Miscellaneous |
| 160806-000016 | 8/6/2016 | | VCO | Janelle | Janelle | Customer stated they were receiving static on their line. | 8/6/2016 | Customer Care referred customer to their telephone provider for further assistance. Customer understood. | External Complaints | Miscellaneous |
| 160809-000085 | 8/9/2016 | | Voice | Dan | Dan | Representative from a Prison facility stated some of their inmates are having an issue placing calls through Relay. | 8/25/2016 | Customer Care requested information about the phone number being used, but the caller did not have that information. Caller stated they would have someone that works on the phone system call in. There has been no further contact from this customer. | Technical Complaints | Tech Issues 7-1-1 Problem |
| 160812-000057 | 8/12/2016 | | Voice | Erica | Erica | Representative with Sprint Relay stated the customer was unable to get through to Relay by dialing 7-1-1. | 8/12/2016 | Customer Care advised the customer that they would need to contact their telephone service provider for assistance. Customer Care attempted to explain how dialing 7-1-1 works so that the customer would understand why we cannot correct the problem for them; however, customer disconnected. Customer Care has contacted the service provider several times, service provider refuses to help unless customer calls. Customer was notified. | External Complaints | Miscellaneous |
| 160812-000063 | 8/12/2016 | | TTY | Erica | Erica | Customer stated they are being routed to Texas Relay when dialing 7-1-1. | 8/12/2016 | Customer Care advised the customer that they would need to contact their telephone service provider for assistance. Customer Care attempted to explain how dialing 7-1-1 works so that the customer would understand why we cannot correct the problem for them; however, customer disconnected. Customer Care has contacted the service provider several times. Service provider refuses to help unless customer calls. Customer was notified. | Technical Complaints | Tech Issues 7-1-1 Problem |
| 160813-000013 | 8/13/2016 | | Voice | Carey | Carey | ~Customer stated their STS calls are handled improperly. Customer stated that when they report these issues, they believe that management does not address the situations. Customer would not provide specific details regarding the issues. | 8/13/2016 | Customer Care apologized and stated information would be forwarded to management. Management acknowledged the request and tried multiple times to contact this customer. There has been no further contact from this customer. | Service Complaints | STS Call Handling Problems |

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| 160815-000042 | 8/15/2016 | | TTY | Dan | Dan | Customer stated when they dial 7-1-1, they are being routed to Texas Relay rather than California Relay. | 8/15/2016 | Customer Care advised the customer that they would need to contact their telephone service provider for assistance. Customer Care attempted to explain how dialing 7-1-1 works so that the customer would understand why we cannot correct the problem for them; however, customer disconnected. Customer Care has contacted the service provider several times, service provider refuses to help unless customer calls. Customer was notified. | External Complaints | Miscellaneous |
| 160815-000046 | 8/15/2016 | 1126 and 9388 | VCO | Dan | Dan | Customer stated they were advised AT&T was no longer a long distance provider when trying to place an international call. | 8/15/2016 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department. Our research is indicating that the issue is with the CIC Code being used for this DXC. Customer Care made contact with service provider who was able to identify and resolve the issue. Customer was notified. | Technical Complaints | Long Distance/Billing Issues |
| 160815-000072 | 8/15/2016 | | TTY | Tyna | Tyna | Customer stated they were receiving a lot of garble during the call. | 8/15/2016 | Customer Care attempted to provide tips for clearing garble during a call. Customer disconnected before all information could be provided. | Technical Complaints | Garbling |
| 160816-000065 | 8/16/2016 | | VCO | Dan | Dan | Customer stated a party that tried to reach them was not able to get through to Relay by dialing 7-1-1. Customer was concerned that this meant their number was blocked. | 8/16/2016 | Customer Care explained that this issue would be with the party trying to call them and advised to have that party contact their telephone service provider. Customer understood. | External Complaints | Miscellaneous |
| 160816-000080 | 8/16/2016 | | TTY | Dan | Dan | Customer stated they are being routed to Texas Relay when dialing 7-1-1. | 8/16/2016 | Customer Care advised the customer that they would need to contact their telephone service provider for assistance. Customer Care attempted to explain how dialing 7-1-1 works so that the customer would understand why we cannot correct the problem for them; however, customer disconnected. Customer Care has contacted the service provider several times, service provider refuses to help unless customer calls. Customer was notified. | External Complaints | Miscellaneous |
| 160817-000065 | 8/17/2016 | 5372 | TTY | Dan | Dan | Customer stated the CA did not follow policy/procedure. | 8/25/2016 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management; which determined the CA followed proper procedure. CA did not receive refresher training in regards to this issue. | Service Complaints | Didn't Follow Policy/Procedure |
| 160817-000074 | 8/17/2016 | | TTY | Jenn | Jenn | Customer stated they have been receiving suspicious telephone calls through Relay. | 8/17/2016 | Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer care explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood. | Service Complaints | Suspicious/Harassment Call |
| 160817-000081 | 8/17/2016 | | TTY | Jenn | Jenn | Customer stated when they dial 711 to reach the California Relay Service, they are connecting to the Texas Relay Service. | 8/17/2016 | Customer Care advised the customer that they would need to contact their telephone service provider for assistance. Customer Care attempted to explain how dialing 7-1-1 works so that the customer would understand why we cannot correct the problem for them; however, customer disconnected. Customer Care has contacted the service provider several times, service provider refuses to help unless customer calls. Customer was notified. | External Complaints | Miscellaneous |
| 160819-000065 | 8/19/2016 | | VCO | Tyna | Tyna | Customer stated problems with their telephone line. | 8/19/2016 | Customer Care was able to identify there was a problem with their phone line and referred the customer to their telephone service provider for further assistance. Customer's line disconnected. | External Complaints | Miscellaneous |
| 160819-000067 | 8/19/2016 | | VCO | Jenn | Jenn | Customer stated they were receiving a lot of garble during the call. | 8/19/2016 | Customer Care provided several tips for clearing garble during a call; which were successful. Customer understood. | Technical Complaints | Garbling |
| 160820-000003 | 8/20/2016 | 1134 | Voice | Dan | Dan | Customer stated the CA did not follow policy/procedure. | 8/22/2016 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management; which determined that the CA did follow proper procedure. CA did not receive refresher training in regards to this issue. | Service Complaints | Didn't Follow Policy/Procedure |
| 160822-000101 | 8/22/2016 | | TTY | Erica | Erica | Customer stated whenever they dial 7-1-1 they are routed to Texas Relay instead of California Relay. | 8/22/2016 | Customer Care advised the customer that they would need to contact their telephone service provider for assistance. Customer Care attempted to explain how dialing 7-1-1 works so that the customer would understand why we cannot correct the problem for them; however, customer disconnected. Customer Care has contacted the service provider several times, service provider refuses to help unless customer calls. Customer was notified. | External Complaints | Miscellaneous |

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| 160822-000114 | 8/22/2016 | | STS | Erica | Erica | ~Customer stated they were disconnected from Relay in the middle of a call. | 8/23/2016 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management; which determined that the CA did follow proper procedure. CA did not receive refresher training in regards to this issue. | Technical Complaints | Miscellaneous |
| 160823-000047 | 8/23/2016 | | Voice | Carey | Carey | Customer stated when they attempt to place a call they are reaching a recording advising them to contact the telephone service provider. | 8/23/2016 | Customer Care explained that the recording is an operator generated recording from their telephone service provider. Customer Care referred the customer to their telephone service provider for further information. Customer was satisfied. | External Complaints | Miscellaneous |
| 160824-000025 | 8/24/2016 | | VCO | Janelle | Janelle | Customer stated that the person they were calling at an international number was unable to hear them. | 8/24/2016 | Customer Care obtained more information and advised the customer they would need to contact their service provider to resolve this issue. There has been no further contact from the customer. Customer understood. | External Complaints | Miscellaneous |
| 160829-000064 | 8/29/2016 | | TTY | Dan | Dan | Prison inmate stated they do not know how to obtain a calling card and no one at their facility seems to know either. | 8/29/2016 | Customer Care advised that Relay cannot assist the customer with obtaining a calling card and suggested the customer speak to someone at their facility for assistance. Customer understood. | External Complaints | Miscellaneous |
| 160829-000065 | 8/29/2016 | | Voice | Janelle | Janelle | Customer stated they were being routed to another state's relay service when dialing 711. | 8/29/2016 | Customer Care advised customer to contact their telephone service provider. Customer was satisfied. | External Complaints | Miscellaneous |
| 160829-000089 | 8/29/2016 | | Voice | Dan | Dan | CTAP representative inquired if calls being routed to Texas Relay when 7-1-1 is dialed can be corrected by Relay. | 8/29/2016 | Customer Care advised the customer that they would need to contact their telephone service provider for assistance. Customer Care attempted to explain how dialing 7-1-1 works so that the customer would understand why we cannot correct the problem for them; however, customer disconnected. Customer Care has contacted the service provider several times, service provider refuses to help unless customer calls. Customer was notified. | External Complaints | Miscellaneous |
| 160831-000001 | 8/31/2016 | 1134 | Voice | Ben | Ben | Customer stated after terminating party disconnected the CA was asked how much was transmitted and the CA did not know. | 9/12/2016 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management; which determined that the CA did follow proper procedure. CA did not receive refresher training in regards to this issue. | Service Complaints | Miscellaneous |
| 160831-000103 | 8/31/2016 | | STS | Erica | Erica | Customer stated they have experienced a long hold time/delay when connecting to Relay. | 9/20/2016 | Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 96.1% within 10 seconds for the day. | Technical Complaints | Long Hold Time/Disconnect |
| 160901-000029 | 9/1/2016 | 9049 | HCO | Jenn | Jenn | Customer stated the CA did not follow policy/procedure. | 9/1/2016 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. The CA received refresher training in regards to this issue. | Service Complaints | Didn't Follow Policy/Procedure |
| 160904-000013 | 9/4/2016 | | TTY | Erica | Erica | Customer stated they were receiving a lot of garble during the call. | 9/4/2016 | Customer Care provided several tips for clearing garble during a call. Customer understood. | Technical Complaints | Garbling |
| 160905-000001 | 9/4/2016 | | Voice | Chuck | Chuck | Customer stated they were receiving a lot of garble during the call. | 9/5/2016 | Customer Care provided several tips for clearing garble during a call. Customer understood. | Technical Complaints | Garbling |
| 160905-000000 | 9/4/2016 | | STS | Jacob | Jacob | ~ Customer stated they have experienced some delays when connecting to the STS Relay. | 9/5/2016 | Customer Care apologized and provided the customer the toll-free access number to reach California Relay STS service. Customer requested information be sent via email. Customer Care emailed customer toll-free access number for California Relay STS. Customer did not provide call details of time(s) when a delay was experienced when calling California Relay STS. Customer was satisfied. | Technical Complaints | Long Hold Time/Disconnect |
| 160905-000017 | 9/5/2016 | | STS | Tyna | Tyna | ~Customer stated they were hearing a rubber band sound on the line. | 9/13/2016 | Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. | Technical Complaints | Tech Issues 7-1-1 Problem |
| 160910-000012 | 9/10/2016 | | STS | Janelle | Janelle | ~Customer stated only heard half of the CA's greeting. | 9/10/2016 | Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. | Service Complaints | Miscellaneous |
| 160911-000004 | 9/10/2016 | | VCO | Gabrielle | Janelle | Customer inquired why they were not able to dial 11 digit numbers. | 9/11/2016 | Customer Care returned customer's call and attempted to provide requested information. Customer disconnected. | External Complaints | Miscellaneous |

California Relay 2016 - 2017 FCC TRS Complaint Report

June 2016 - May 2017

| Inquiry ID | Inquiry Date | CA/Opr # | Call Type to CC | Call Taken By | Call Responded By | Description of Incident | Date of Resolution | Description of Resolution | Category | Sub-Category |
|---------------|--------------|----------|-----------------|---------------|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|------------------------------|
| 160913-000077 | 9/13/2016 | | Voice | Dan | Dan | Customer stated they are receiving no answer whenever they dial into Relay. | 9/13/2016 | Customer Care apologized and stated information would be forwarded to the technical department. Information was forwarded to the technical department; which determined the issue was due to a problem with the customer's telephone service provider. After speaking with family member it was determined that recording that customer was referring to was operator generated. A temporary workaround was implemented to allow the customer to resume placing long distance calls through Relay. An LOA was submitted to the customer's carrier which once returned will become the final solution to the long distance issue. | Technical Complaints | Busy Signal/Blockage |
| 160915-000010 | 9/15/2016 | | Voice | Jenn | Jenn | Customer stated when they are using Visually Assisted STS, their screen goes blank a few minutes into their conversation. | 9/15/2016 | Customer Care referred the customer to Skype and their internet provider for further information in regards to the issue they are experiencing. Customer became angry and disconnected before any troubleshooting could be completed. | External Complaints | Miscellaneous |
| 160920-000078 | 9/20/2016 | | VCO | Jenn | Jenn | Customer made a general complaint that the CA's typing is poorly done and when they ask to be transferred to Customer Care sometimes, it is not a complete transfer. | 9/20/2016 | Customer Care apologized and stated information would be forwarded to management. Information was forwarded to management who acknowledged receipt. There has been no further contact in regards to this issue. | Service Complaints | Miscellaneous |
| 160921-000049 | 9/21/2016 | | STS | Carey | Carey | Customer stated their STS call was handled improperly because the CA could not understand the customer. Customer refused to provide call details. | 9/21/2016 | Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. | Service Complaints | STS Call Handling Problems |
| 160923-000045 | 9/23/2016 | | Voice | Dan | Dan | Representative from phone company for a prison facility stated they are not getting through to Relay. | 9/23/2016 | Customer Care apologized and acquired customer information. Information was forwarded to the technical department. The technical department confirmed the number provided was not reaching the Relay service phone system. Further investigation with the representative revealed that the facility had their phones set to only allow calling card calls to be processed. Representative stated that they would remove the restriction. There has been no further contact from this customer. | Technical Complaints | Tech Issues 7-1-1 Problem |
| 160928-000108 | 9/28/2016 | | Voice | Erica | Erica | Customer stated they are being billed by AT&T for long distance calls while their provider is Comcast. | 9/28/2016 | Customer Care updated the profile to the correct long distance provider and provided the fax number for the customer to submit a telephone bill for reimbursement. There has been no further contact from the customer. Customer understood. | Technical Complaints | Long Distance/Billing Issues |
| 160929-000012 | 9/29/2016 | 1128 | TTY | Jenn | Jenn | Customer stated the CA did not leave an entire voicemail message for them. | 9/30/2016 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management; which determined that the CA did follow proper procedure. | Service Complaints | Miscellaneous |
| 160929-000066 | 9/29/2016 | 9372M | STS | Dan | Dan | Customer stated their STS call was handled improperly. Customer stated the CA could not understand them and they eventually had to hang up on the CA. | 9/30/2016 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management; which determined the CA followed proper procedure and transferred the caller to a different CA. The CA did not receive refresher training in regards to this issue. | Service Complaints | STS Call Handling Problems |
| 160929-000067 | 9/29/2016 | 9379M | STS | Dan | Dan | Customer stated their STS call was handled improperly. Customer stated they asked the CA to transfer them to Customer Care and the CA did not understand the request. | 10/7/2016 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management; which determined the CA followed proper procedure and transferred the caller to Customer Care. The CA did not receive refresher training in regards to this issue. | Service Complaints | STS Call Handling Problems |
| 160930-000041 | 9/30/2016 | 1239 | Voice | Jenn | Jenn | Customer stated the CA began using inappropriate and offensive language during their call to a TTY user. | 10/12/2016 | Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without accurate call details no information could be located in regards to the call the customer was referring to. Customer was notified. | Service Complaints | Miscellaneous |
| 160930-000076 | 9/30/2016 | | TTY | Erica | Erica | Customer stated they were receiving a lot of garble during the call. | 9/30/2016 | Customer Care attempted to clear garble but was unable to clear garble. Customer disconnected. | Technical Complaints | Garbling |

California Relay 2016 - 2017 FCC TRS Complaint Report

June 2016 - May 2017

| Inquiry ID | Inquiry Date | CA/Opr # | Call Type to CC | Call Taken By | Call Responded By | Description of Incident | Date of Resolution | Description of Resolution | Category | Sub-Category |
|---------------|--------------|------------|-----------------|---------------|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|--------------------------------|
| 161003-000037 | 10/3/2016 | | HCO | Tyna | Tyna | Customer stated reaching a fast busy when dialing 7-1-1 or the toll-free access number. | 10/3/2016 | Customer Care apologized and placed a test call which was successful. Customer Care obtained call detail information and forwarded to technical. Technical department was able to determine the customer was able to reach Relay on date in question and there were no technical issues identified with Relay on that day. Customer was satisfied. | Technical Complaints | Tech Issues 7-1-1 Problem |
| 161003-000039 | 10/3/2016 | | HCO | Janelle | Janelle | Customer stated they were receiving a lot of garble during the call. | 10/3/2016 | Customer Care attempted to provide assistance. Customer disconnected. | Technical Complaints | Garbling |
| 161005-000059 | 10/5/2016 | | STS | Carey | Carey | Customer stated their STS calls are handled improperly when female CAs process their calls. Customer stated they feel that the CAs are impatient and have a rude tone of voice. | 10/5/2016 | Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the calls the customer was referring to. | Service Complaints | STS Call Handling Problems |
| 161007-000000 | 10/6/2016 | Supervisor | STS | Erica | Erica | ~Customer made a general complaint about Hamilton's management staff. | 10/7/2016 | Customer Care forwarded information to management. Customer was notified. | Service Complaints | Miscellaneous |
| 161007-000091 | 10/7/2016 | | VCO | Erica | Erica | Customer stated when dialing a call through Relay, it comes up as through AT&T, not Time Warner. | 10/7/2016 | Customer Care determined that the customer didn't have a profile. Customer Care gathered required information and forwarded it to Technical. Profile was implemented and customer was satisfied. | Technical Complaints | Long Distance/Billing Issues |
| 161009-000019 | 10/9/2016 | | TTY | Tyna | Tyna | Customer stated they have experienced a long hold time/delay when connecting to the Relay. | 10/10/2016 | Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 96.2% within 10 seconds for the day. | Technical Complaints | Long Hold Time/Disconnect |
| 161010-000087 | 10/10/2016 | | Voice | Dan | Dan | Customer stated when dialing a specific number sometimes Relay is being reached instead. | 10/10/2016 | Customer Care offered to place a test call to number customer was referencing; customer declined. Customer Care advised the customer to contact their telephone service provider regarding this issue. Customer understood. | External Complaints | Miscellaneous |
| 161011-000000 | 10/10/2016 | | STS | Derek | Derek | Customer stated the CA hung up on them because of abuse. | 10/20/2016 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The CA did not receive refresher training in regards to this issue. | Service Complaints | CA Hung Up on Caller |
| 161010-000099 | 10/10/2016 | | STS | Erica | Erica | ~Customer stated they have experienced a long hold time/delay when connecting to the Relay. | 10/11/2016 | Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 98.4% within 10 seconds for the day. | Technical Complaints | Long Hold Time/Disconnect |
| 161013-000140 | 10/13/2016 | 3033F | Voice | Dan | Dan | Customer stated the CA was unable to transfer them to Customer Care. | 10/14/2016 | Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified. | Technical Complaints | Miscellaneous |
| 161017-000075 | 10/16/2016 | | Voice | Lenny | Lenny | Customer stating when calling a VCO user, the call is connecting and they are able to leave a message and then the phone disconnects. | 10/19/2016 | Customer Care attempted to reach the customer several times; which was unsuccessful. There has been no further contact from the customer. | External Complaints | Miscellaneous |
| 161017-000006 | 10/17/2016 | 1134 | Voice | Derek | Derek | Customer stated the CA did not follow policy/procedure. | 10/18/2016 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management; and CA received refresher training in regards to this issue. Customer was satisfied. | Service Complaints | Didn't Follow Policy/Procedure |
| 161017-000147 | 10/17/2016 | | TTY | Erica | Erica | Customer inquired about why their call placed from a prison facility was not allowed. | 10/17/2016 | Customer Care explained the restrictions associated with prison relay calls and provided instructions to have restrictions changed. Customer understood. | Technical Complaints | Long Distance/Billing Issues |
| 161018-000106 | 10/18/2016 | | Voice | Janelle | Janelle | Customer stated they were unable to place billable calls. | 10/18/2016 | Customer Care attempted to obtain number of facility, which customer could not provide. Customer stated they would call back if necessary. There has been no further contact from the customer. | External Complaints | Miscellaneous |
| 161021-000036 | 10/21/2016 | 9251 | STS | Tyna | Tyna | Customer stated when VA STS CA attempted to connect to Skype their screen froze up. | 10/21/2016 | Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. | Technical Complaints | Tech Issues STS Problem |

California Relay 2016 - 2017 FCC TRS Complaint Report

June 2016 - May 2017

| Inquiry ID | Inquiry Date | CA/Op# | Call Type to CC | Call Taken By | Call Responded By | Description of Incident | Date of Resolution | Description of Resolution | Category | Sub-Category |
|---------------|--------------|--------|-----------------|---------------|-------------------|----------------------------------------------------------------------------------------------------------------------------------|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|--------------------------------|
| 161027-000072 | 10/27/2016 | | Voice | Dan | Dan | Customer stated when trying to reach someone that does not use Relay, they are sometimes being routed to Relay. | 10/27/2016 | Customer Care advised the customer to contact their telephone company. Customer understood. | External Complaints | Miscellaneous |
| 161031-000059 | 10/30/2016 | 1345 | VCO | Dalyssia | Dalyssia | Customer stated the CA did not follow policy/procedure. | 11/18/2016 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management; and CA received refresher training in regards to this issue. Customer was satisfied. | Service Complaints | Didn't Follow Policy/Procedure |
| 161102-000133 | 11/2/2016 | | VCO | Dan | Dan | Customer stated they are having issues with their caller id. | 11/2/2016 | Customer Care referred the customer to their telephone service provider for further assistance. Customer understood. | External Complaints | Miscellaneous |
| 161102-000137 | 11/2/2016 | | VCO | Erica | Erica | Customer stated someone trying to reach them is unable to call their number as it is reporting the number is blocked. | 11/2/2016 | Customer Care explained that the message was from their service provider. Customer Care referred the customer to their service provider. Customer understood. | External Complaints | Miscellaneous |
| 161104-000129 | 11/4/2016 | | Voice | Janelle | Janelle | Customer was upset that CA and supervisor stated that there was distortion on the customer's line. | 11/4/2016 | Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. | Service Complaints | Miscellaneous |
| 161104-000140 | 11/4/2016 | 9373 | STS | Jenn | Jenn | Customer was upset that CA and supervisor stated that there was distortion on the customer's line. | 11/8/2016 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call and followed proper procedure. CA did not receive refresher training in regards to this issue. | Service Complaints | Miscellaneous |
| 161105-000038 | 11/5/2016 | | STS | Carey | Carey | Customer stated that multiple STS calls were not handled properly by several CAs. Customer was not able to provide call details. | 11/5/2016 | Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the calls the customer was referring to. | Service Complaints | STS Call Handling Problems |
| 161105-000045 | 11/5/2016 | 1377 | VCO | Carey | Carey | Customer stated the CA did not follow policy/procedure when placing an international call. | 11/10/2016 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management; and CA received refresher training in regards to this issue. Customer was satisfied. | Service Complaints | Didn't Follow Policy/Procedure |
| 161106-000024 | 11/6/2016 | 1218 | VCO | Jennifer | Carey | Customer stated the CA ignored their response and hung up on them. | 11/10/2016 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management; and CA received refresher training in regards to this issue; however, the CA did not disconnect the call. Technical department confirmed that the customer disconnected. Customer was satisfied. | Service Complaints | CA Hung Up on Caller |
| 161107-000048 | 11/7/2016 | | TTY | Janelle | Janelle | Customer stated they have experienced a long hold time/delay when connecting to the Relay. | 11/9/2016 | Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 95.9% within 10 seconds for the day. | Technical Complaints | Long Hold Time/Disconnect |
| 161107-000103 | 11/7/2016 | | Voice | Tyna | Tyna | A caregiver for the customer stated they are receiving charges from sprint but the local/long distance is with AT&T. | 11/7/2016 | Customer Care was unable to verify customer's profile to ensure the correct long distance provider was listed. Caregiver stated they would have the customer's mother call back with the information. There has been no further contact from this customer. | External Complaints | Miscellaneous |
| 161107-000124 | 11/7/2016 | 5185 | VCO | Janelle | Dan | Customer stated their call to Customer Care was not connected successfully. | 11/7/2016 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management and CA received refresher training in regards to this issue. Customer was satisfied. | Service Complaints | Miscellaneous |
| 161109-000097 | 11/9/2016 | | Voice | Jenn | Jenn | Customer stated there was an issue with their mother's phone service. | 11/9/2016 | Customer Care referred the customer the phone service provider for more assistance. Customer understood. | External Complaints | Miscellaneous |
| 161110-000097 | 11/10/2016 | | Email | Jenn | Jenn | Customer stated their STS call was handled improperly and the CA was guessing what the customer was going to say. | 11/17/2016 | Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; which verified the CA had processed the call and followed proper procedure. CA will not receive refresher training in regards to this issue. | Service Complaints | STS Call Handling Problems |

California Relay 2016 - 2017 FCC TRS Complaint Report

June 2016 - May 2017

| Inquiry ID | Inquiry Date | CA/Opr # | Call Type to CC | Call Taken By | Call Responded By | Description of Incident | Date of Resolution | Description of Resolution | Category | Sub-Category |
|---------------|--------------|----------|-----------------|---------------|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|----------------------------|
| 161110-000138 | 11/10/2016 | | Voice | Erica | Erica | Customer stated they have been receiving suspicious telephone calls through the Relay. | 11/10/2016 | Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Care explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood. | Service Complaints | Suspicious/Harassment Call |
| 161110-000142 | 11/10/2016 | | Voice | Erica | Erica | Customer stated they have been receiving suspicious telephone calls through the Relay. | 11/10/2016 | Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Care explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood. | Service Complaints | Suspicious/Harassment Call |
| 161111-000084 | 11/11/2016 | | Voice | Erica | Erica | Customer stated they have been receiving suspicious telephone calls through the Relay. | 11/11/2016 | Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Care explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood. | Service Complaints | Suspicious/Harassment Call |
| 161112-000016 | 11/12/2016 | | VCO | Dan | Dan | Customer stated they are having issues with the information being displayed on Caller ID. | 11/12/2016 | Customer Care referred the customer to their telephone service provider for further assistance. Customer understood. | External Complaints | Miscellaneous |
| 161114-000070 | 11/14/2016 | | Voice | Carey | Carey | Customer stated they have been receiving suspicious telephone calls that are not coming through Relay. | 11/14/2016 | Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood. | External Complaints | Miscellaneous |
| 161116-000117 | 11/16/2016 | | TTY | Jenn | Jenn | Customer made a general complaint about the California Relay Service. The customer feels it's the same and the CA's hang up on them from time to time. | 11/16/2016 | Customer Care apologized and forwarded the customer's feedback to management who acknowledged receipt. Information was forwarded to operations for possible future refresher training. Customer was satisfied. | Service Complaints | Miscellaneous |
| 161116-000125 | 11/16/2016 | 9296 | STS | Ryan | Erica | ~Customer stated their STS call was handled improperly. | 11/17/2016 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call and customer was experiencing technical issues on their end. Proper call procedure was followed, no refresher training necessary. Customer was satisfied. | Service Complaints | STS Call Handling Problems |
| 161118-000109 | 11/18/2016 | | Voice | Erica | Erica | Customer stated they have been receiving suspicious telephone calls through the Relay. | 11/18/2016 | Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Care explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood. | Service Complaints | Suspicious/Harassment Call |
| 161123-000033 | 11/23/2016 | | STS | Tyna | Tyna | Customer wants to know if their number is blocked from Relay. When they dial into Relay they received a recording that number is identified as malicious caller. | 11/30/2016 | Customer Care obtained information and forwarded to management. Management confirmed that the caller has been identified as misusing Relay and has been restricted by the state. Customer was notified. | Technical Complaints | Tech Issues 7-1-1 Problem |
| 161123-000048 | 11/23/2016 | | VCO | Dan | Dan | Customer stated they were receiving a lot of garble during the call. | 11/23/2016 | Customer disconnected before Customer Care could provide any tips for clearing garble. | Technical Complaints | Garbling |
| 161125-000067 | 11/25/2016 | | Voice | Dan | Dan | Customer called in to report ongoing prank call issue. Customer stated they were instructed to contact Customer Care when the issue occurs. | 11/25/2016 | Customer Care gathered the customer's information and forwarded it to management; who acknowledged receipt. Relay has received permission from the state to take steps to restrict all known numbers related to this caller. Customer was satisfied. | External Complaints | Miscellaneous |
| 161128-000063 | 11/28/2016 | | STS | Carey | Carey | Customer stated that the CAs are having a difficult time understanding them during their STS call. Customer also felt that more STS CAs need to be hired and trained to better understand people with difficulty speaking. | 11/28/2016 | Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer's suggestion was forwarded to Management who acknowledged its receipt. | Service Complaints | STS Call Handling Problems |
| 161130-000031 | 11/30/2016 | 9146 | STS | Jenn | Jenn | Customer stated CA would not place a call for them due to an echo on the line. | 11/30/2016 | Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified. | Service Complaints | Miscellaneous |

California Relay 2016 - 2017 FCC TRS Complaint Report

June 2016 - May 2017

| Inquiry ID | Inquiry Date | CA/Opr # | Call Type to CC | Call Taken By | Call Responded By | Description of Incident | Date of Resolution | Description of Resolution | Category | Sub-Category |
|---------------|--------------|----------|-----------------|---------------|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|------------------------------|
| 161130-000049 | 11/30/2016 | | VCO | Carey | Carey | Customer stated that they are able to reach Relay and place calls; however, when dialing one specific number they reach a recording that indicates all circuits are busy. | 11/30/2016 | Customer Care explained that this is an operator generated recording and referred the customer to the telephone service provider. Customer was satisfied. | External Complaints | Miscellaneous |
| 161130-000079 | 11/30/2016 | 9025 | STS | Tyna | Tyna | Customer stated they had a terrible time with the CA. | 12/5/2016 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management; which determined the CA followed proper procedure. The OPR did not receive refresher training in regards to this issue. | Service Complaints | Miscellaneous |
| 161130-000097 | 11/30/2016 | | STS | Erica | Erica | Customer stated they have experienced a long hold time/delay when connecting to the Relay. | 12/1/2016 | Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 97.2% within 10 seconds for the day. | Technical Complaints | Long Hold Time/Disconnect |
| 161203-000020 | 12/3/2016 | | TTY | Janelle | Janelle | Customer inquired how a called party could permit collect calls. | 12/3/2016 | Customer Care informed customer that called party would need to contact their telephone provider. Customer understood. | External Complaints | Miscellaneous |
| 161205-000024 | 12/5/2016 | | STS | Mollie | Mollie | Customer stated the Supervisor hung up on them. | 12/30/2016 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. CA and Supervisor received refresher training in regards to this issue. Customer was notified. | Service Complaints | CA Hung Up on Caller |
| 161205-000089 | 12/5/2016 | | STS | Erica | Erica | Customer stated they have been getting a bill from AT&T for using STS service. | 12/5/2016 | Customer Care requested the customer send the bill to Customer Care. Customer requested that Customer Care contact their mother to discuss the carrier issue. Customer Care informed the customer their mother would have to contact us and have all profile information available in order to make changes. Customer understood. | Technical Complaints | Long Distance/Billing Issues |
| 161207-000098 | 12/7/2016 | | Voice | Jenn | Jenn | Customer stated they are unhappy with the California Relay CAs and Relay as a whole. Customer requested to be contacted back by a specific member of management. | 12/7/2016 | Customer Care forwarded information to the Customer Care Manager who acknowledged receipt. Management has attempted several times to return a call to the customer, but there has been no reply. | Service Complaints | Miscellaneous |
| 161208-000089 | 12/8/2016 | | TTY | Erica | Erica | Customer stated they are unable to place a long distance call through Relay. | 12/8/2016 | Customer Care discovered the long distance provider is not yet participating with Relay. Customer Care requested contact information for the telephone service provider and stated Relay would contact the provider to get them to become a participating provider with Relay. Customer Care offered to set up a temporary workaround profile for the customer; which the customer accepted and temporary profile was implemented. | Technical Complaints | Carrier Choice Not Available |
| 161210-000029 | 12/10/2016 | | TTY | Erica | Erica | Customer stated they are unable to place a long distance call through Relay. | 12/10/2016 | Customer Care discovered the long distance provider is not yet participating with Relay. Customer Care requested contact information for the telephone service provider and stated Relay would contact the provider to get them to become a participating provider with Relay. Customer Care offered to set up a temporary workaround profile for the customer; which the customer accepted and temporary profile was implemented. | Technical Complaints | Carrier Choice Not Available |
| 161212-000081 | 12/12/2016 | | STS | Erica | Erica | Customer made general complaints about STS service and our CAs. | 12/12/2016 | Customer Care apologized and forwarded information to management. Customer disconnected. | Service Complaints | Miscellaneous |
| 161219-000084 | 12/19/2016 | | TTY | Dan | Dan | Customer stated they received a bill from AT&T when they have service through Frontier. | 12/19/2016 | Customer Care explained to the customer that they would need to submit a copy of the bill to our accounting department and provided the address. Customer was satisfied. | Technical Complaints | Long Distance/Billing Issues |
| 161220-000014 | 12/20/2016 | | Email | Jenn | Jenn | Customer stated they were having issues with their phone lines. | 12/20/2016 | Customer Care discovered that the issue was with a complete loss of phone service. Customer Care referred the customer to their service provider for more information. | External Complaints | Miscellaneous |
| 161221-000078 | 12/21/2016 | | Voice | Erica | Erica | Customer voiced concerns about CRS Hamilton Relay service and wished to be contacted by a specific member of upper management. | 12/22/2016 | Customer Care apologized and forwarded customer's concerns to upper management who acknowledged receipt. Management has attempted several times to contact the user but there has been no reply. | Service Complaints | Miscellaneous |

California Relay 2016 - 2017 FCC TRS Complaint Report

June 2016 - May 2017

| Inquiry ID | Inquiry Date | CA/Op# | Call Type to CC | Call Taken By | Call Responded By | Description of Incident | Date of Resolution | Description of Resolution | Category | Sub-Category |
|---------------|--------------|--------|-----------------|---------------|-------------------|---------------------------------------------------------------------------------------------------------------------------|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|------------------------------|
| 161230-000031 | 12/30/2016 | | STS | Dan | Dan | Customer made a general complaint against all STS CAs. | 12/30/2016 | Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. | Service Complaints | Miscellaneous |
| 161231-000011 | 12/31/2016 | 9063 | STS | Tyna | Tyna | Customer stated their STS call was handled improperly. Customer stated the CA does not understand them. | 12/31/2016 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management; which determined the CA followed proper procedure. The CA did not receive refresher training in regards to this issue. | Service Complaints | STS Call Handling Problems |
| 170102-000020 | 1/2/2017 | | TTY | Erica | Erica | An inmate from a prison facility inquired why they are unable to make calls on the prison TTY. | 1/2/2017 | Customer Care informed the customer that an official from the facility would have to get in touch with us in order to go over the billing restrictions that may have been placed on the facility's TTY line. Customer understood. | Technical Complaints | Miscellaneous |
| 170102-000025 | 1/2/2017 | 9004 | STS | Erica | Erica | Customer stated the CA is not very good and cannot understand the customer. | 1/3/2017 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call and followed proper procedure. Information was forwarded to management and no refresher training was necessary. Customer was satisfied. | Service Complaints | Miscellaneous |
| 170110-000056 | 1/10/2017 | | VCO | Dan | Dan | Customer stated they were receiving a lot of garble during the call. | 1/10/2017 | Customer Care was unable to provide tips for clearing garble for the customer disconnected. | Technical Complaints | Garbling |
| 170116-000038 | 1/16/2017 | | Voice | Tyna | Tyna | Customer filed general complaint regarding the Relay service. | 1/16/2017 | Customer Care apologized and advised information would be forwarded to management. Information was forwarded to management, which acknowledged receipt. Customer was satisfied. | Service Complaints | Miscellaneous |
| 170120-000014 | 1/20/2017 | | VCO | Tyna | Tyna | Customer was experiencing problems making international call to Mexico. | 1/20/2017 | Customer Care was able to determine the issue was with the telephone service provider. Customer Care assisted the customer with contacting the telephone service provider which identified an international call block which was removed. Customer Care verified customer and made sure profile was up to date. Customer was satisfied. | External Complaints | Miscellaneous |
| 170124-000060 | 1/24/2017 | | STS | Tyna | Tyna | Customer stated their STS call was handled improperly. The CAs & Supervisors are not helping them. | 1/24/2017 | Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified. | Service Complaints | STS Call Handling Problems |
| 170124-000086 | 1/24/2017 | | VCO | Erica | Erica | Customer stated they were receiving a lot of garble during the call. | 1/24/2017 | Customer Care provided several tips for clearing garble during a call. Customer understood. | Technical Complaints | Garbling |
| 170125-000001 | 1/25/2017 | | STS | Mollie | Mollie | Customer stated their STS call was handled improperly. Customer states the CAs are talking over her. | 1/25/2017 | Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. | Service Complaints | STS Call Handling Problems |
| 170128-000014 | 1/28/2017 | | TTY | Tyna | Tyna | Customer stated they were receiving a lot of garble during the call. | 1/28/2017 | Customer Care provided several tips for clearing garble during a call. Customer understood. | Technical Complaints | Garbling |
| 170206-000024 | 2/6/2017 | | VCO | Tyna | Tyna | Customer stated they were receiving a lot of garble during the call. | 2/6/2017 | Customer Care attempted to clear garble. Customer disconnected before any further assistance could be provided. | Technical Complaints | Garbling |
| 170210-000066 | 2/10/2017 | 9379 | STS | Dan | Dan | Customer stated their STS call was handled improperly. Customer stated the CA consistently has issues understanding them. | 2/13/2017 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management; which determined the CA followed proper procedure. The CA did not receive refresher training in regards to this issue. | Service Complaints | STS Call Handling Problems |
| 170211-000009 | 2/11/2017 | | VCO | Erica | Erica | Customer stated they have been unable to place a long distance call through the Relay. | 2/11/2017 | Customer Care attempted to obtain call details but customer stated the CA advised call would not go through. Customer Care set up a customer profile with long distance provider to help resolve the issues. Customer was satisfied. | Technical Complaints | Long Distance/Billing Issues |
| 170214-000053 | 2/14/2017 | | TTY | Dan | Dan | Customer stated they were receiving a lot of garble during the call. | 2/14/2017 | Customer Care provided several tips for clearing garble during a call. Customer understood. | Technical Complaints | Garbling |

California Relay 2016 - 2017 FCC TRS Complaint Report

June 2016 - May 2017

| Inquiry ID | Inquiry Date | CA/Opr # | Call Type to CC | Call Taken By | Call Responded By | Description of Incident | Date of Resolution | Description of Resolution | Category | Sub-Category |
|---------------|--------------|----------|-----------------|---------------|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|--------------------------------|
| 170215-000048 | 2/15/2017 | | STS | Tyna | Tyna | Customer stated they received a call through STS but no response. | 2/22/2017 | Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified. | External Complaints | Miscellaneous |
| 170221-000021 | 2/21/2017 | | TTY | Tyna | Tyna | Customer stated unable to place call to a certain telephone number. | 2/21/2017 | Customer Care verified customer and reviewed profile which reflected correct long distance provider. Customer was not sure of the reason why the call did not connect and could not provide any information regarding the issue. Customer Care suggested the customer contact their long distance telephone service provider for assistance regarding their account. Customer disconnected before any further assistance could be provided. | External Complaints | Miscellaneous |
| 170221-000038 | 2/21/2017 | | TTY | Mary | Mary | Customer requested information on why Prepaid calls were not going through. | 2/22/2017 | Customer Care apologized and attempted to obtain call details but was unsuccessful. Customer Care advised customer to have their telephone administrator contact Relay regarding the issue. There was no further response from the customer. Customer Care disconnected. | External Complaints | Miscellaneous |
| 170222-000013 | 2/22/2017 | | Voice | Tyna | Tyna | Customer inadvertently reached Relay when calling 511. | 2/22/2017 | Customer Care apologized and advised Relay discovered a translation issue through the telephone service provider. Technical worked with the provided to resolve the issue. Customer was satisfied. | External Complaints | Miscellaneous |
| 170222-000052 | 2/22/2017 | | Voice | Kacie | Kacie | Customer inadvertently reached Relay when calling 511. | 2/22/2017 | Customer Care apologized and advised Relay discovered a translation issue through the telephone service provider. Technical worked with the provided to resolve the issue. Customer was satisfied. | External Complaints | Miscellaneous |
| 170224-000063 | 2/24/2017 | | TTY | Kacie | Kacie | Customer requested information on why Prepaid calls were not going through. | 2/24/2017 | Customer Care apologized and advised customer to have their telephone technician contact Relay regarding the issue. Customer understood. | External Complaints | Miscellaneous |
| 170226-000021 | 2/26/2017 | | Voice | Tyna | Tyna | Customer stated they have been receiving suspicious telephone calls through the Relay. | 2/26/2017 | Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Care explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood. | Service Complaints | Suspicious/Harassment Call |
| 170228-000042 | 2/28/2017 | | TTY | Jenn | Jenn | Customer stated that AT&T overcharged them for a long distance call and inquired why a specific number they are calling is considered long distance. | 2/28/2017 | Customer care referred the customer to their telephone service provider for further information. There has been no further follow up from the customer. Customer understood. | External Complaints | Miscellaneous |
| 170228-000079 | 2/28/2017 | | STS | Dan | Dan | Customer stated they were reaching an operator generated recording when attempting to call Directory Assistance. | 2/28/2017 | Customer Care referred the customer to their telephone service provider for further assistance. Customer stated they would call back if any further issues and was satisfied. There has been no further contact from the customer. | External Complaints | Miscellaneous |
| 170301-000036 | 3/1/2017 | 1216 | TTY | Jenn | Jenn | Customer stated the CA did not follow policy/procedure. | 3/2/2017 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department which verified the CA processed the call and followed proper procedure. CA did not receive refresher training in regards to this issue. | Service Complaints | Didn't Follow Policy/Procedure |
| 170302-000027 | 3/2/2017 | | Voice | Mary | Mary | Representative stated they were receiving an error message when attempting to reach Relay. | 3/2/2017 | Customer Care apologized and referred the customer to their telephone service provider for further assistance. Customer stated they would call back if further assistance was required. Customer was satisfied. There has been no further contact from the customer. | External Complaints | Miscellaneous |
| 170305-000001 | 3/5/2017 | | Voice | Jenn | Jenn | Customer made a general complaint about the California Relay Service processing calls too slowly. | 3/5/2017 | Customer Care apologized and forwarded customer's complaint to management. Customer Care forwarded information to operations for possible future refresher training. Customer was satisfied. | Service Complaints | Miscellaneous |
| 170308-000060 | 3/8/2017 | | VCO | Tyna | Tyna | Customer stated they are trying to call a specific number but cannot get through. | 3/8/2017 | Customer Care attempted to gather call detail(s) but customer would not provide any information regarding the issue they were experiencing. Customer Care made a test call to the number; which was successful. Customer disconnected before any additional information could be provided. | External Complaints | Miscellaneous |
| 170309-000052 | 3/9/2017 | | TTY | Mary | Mary | Customer stated they were receiving a lot of garble during the call. | 3/9/2017 | Customer Care provided several tips for clearing garble during a call. Customer understood. | Technical Complaints | Garbling |

California Relay 2016 - 2017 FCC TRS Complaint Report

June 2016 - May 2017

| Inquiry ID | Inquiry Date | CA/Opr # | Call Type to CC | Call Taken By | Call Responded By | Description of Incident | Date of Resolution | Description of Resolution | Category | Sub-Category |
|---------------|--------------|----------|-----------------|---------------|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|----------------------------|
| 170309-000086 | 3/9/2017 | | HCO | Dan | Dan | Customer inquired what telephone company handles their telephone service. | 3/9/2017 | Customer Care referred the customer to dial 611 to reach their telephone service provider for further assistance. Customer understood. | External Complaints | Miscellaneous |
| 170313-000041 | 3/13/2017 | | STS | Dan | Dan | Customer stated they are receiving a recording that "Long Distance Service has not been established" when trying to call Directory Assistance. | 3/13/2017 | Customer Care referred the customer to their telephone service provider for further assistance. Customer understood. | External Complaints | Miscellaneous |
| 170313-000045 | 3/13/2017 | | STS | Dan | Dan | Customer inquired a way to not be charged for calls to Directory Assistance. | 3/13/2017 | Customer Care advised the customer would need to speak to their telephone service provider regarding this issue. Customer understood. | External Complaints | Miscellaneous |
| 170314-000067 | 3/14/2017 | | TTY | Erica | Erica | Customer stated they are receiving the Customer Care malicious voicemail whenever they dial into Relay. | 3/15/2017 | Customer Care apologized and stated information would be forwarded to the technical department. Information was forwarded to technical which discovered the state requested a restriction be put in place due to misuse of the relay. | Technical Complaints | Busy Signal/Blockage |
| 170316-000023 | 3/16/2017 | 9063 | STS | Jenn | Jenn | Customer stated their STS call was handled improperly due to the CA not doing a good job. | 3/17/2017 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA followed proper procedure. CA did not receive refresher training in regards to this issue. | Service Complaints | STS Call Handling Problems |
| 170316-000026 | 3/16/2017 | | STS | Jenn | Jenn | Customer stated they have experienced a long hold time/delay when connecting to the Relay. | 3/20/2017 | Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 100% within 10 seconds for the day. | Technical Complaints | Long Hold Time/Disconnect |
| 170319-000009 | 3/19/2017 | | Voice | Erica | Erica | Customer stated they have been receiving suspicious telephone calls through the relay. | 3/19/2017 | Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Care explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood. | Service Complaints | Suspicious/Harassment Call |
| 170330-000003 | 3/30/2017 | 9100 | Voice | Derek | Derek | Customer stated the CA did not respond fast enough. | 4/4/2017 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA processed the call correctly and that there was an issue with the Relay workstation. Information was forwarded to management and CA did not receive refresher training and the issue with the workstation was resolved promptly. Customer was satisfied. | Service Complaints | Miscellaneous |
| 170330-000104 | 3/30/2017 | 1241 | Voice | Erica | Erica | Customer stated the CA hung up on them. | 4/3/2017 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management and CA received refresher training in regards to this issue. Customer was satisfied. | Service Complaints | CA Hung Up on Caller |
| 170405-000037 | 4/5/2017 | | STS | Mary | Mary | Customer stated they were advised by CAs of static on the line although they could not hear any. | 4/10/2017 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which determined there may be static present on the line at times. Customer was notified and was satisfied. | External Complaints | Miscellaneous |
| 170406-000068 | 4/6/2017 | 9379 | STS | Erica | Erica | Customer stated there were no CAs available to take over the call from the CA who was processing the call. | 4/12/2017 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. The CA followed proper procedure and did not receive refresher training. Customer was notified. | Service Complaints | Miscellaneous |
| 170408-000023 | 4/8/2017 | | TTY | Kade | Kade | Customer stated unable to leave a message while using a Calling Card. | 4/27/2017 | Customer Care apologized and stated information would be forwarded to the technical department. Information was forwarded to the technical department; which confirmed calls from a California Prison Facility not allow leaving voice messages. Customer understood. | Technical Complaints | Miscellaneous |
| 170410-000024 | 4/10/2017 | 9004 | STS | Mary | Mary | Customer made a general complaint stating that the CAs do not understand them. | 4/10/2017 | Customer Care apologized and stated information would be forwarded to management; whom acknowledged its receipt. Customer was satisfied. | Service Complaints | Miscellaneous |
| 170411-000077 | 4/11/2017 | | Voice | Kade | Kade | Customer stated they are blocked from reaching Relay and inquired about removing the block. | 4/11/2017 | Customer disconnected before any details could be obtained. | Technical Complaints | Miscellaneous |
| 170413-000010 | 4/13/2017 | 9351 | STS | Mary | Mary | Customer made a general complaint stating that the morning CAs do not understand them. | 4/13/2017 | Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regard to the call the customer was referring to. | Service Complaints | Miscellaneous |

California Relay 2016 - 2017 FCC TRS Complaint Report

June 2016 - May 2017

| Inquiry ID | Inquiry Date | CA/Opr # | Call Type to CC | Call Taken By | Call Responded By | Description of Incident | Date of Resolution | Description of Resolution | Category | Sub-Category |
|---------------|--------------|----------|-----------------|---------------|-------------------|------------------------------------------------------------------------------------------------------------------------------------------|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|-------------------------------|
| 170413-000026 | 4/13/2017 | 9063 | STS | Dan | Dan | Customer stated the CA is never able to understand them and they had issues with the CA earlier today. | 4/21/2017 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management; which determined the CA followed proper procedure. The CA did not receive refresher training in regards to this issue. | Service Complaints | Miscellaneous |
| 170414-000032 | 4/14/2017 | | STS | Jenn | Jenn | Customer stated they have experienced a long hold time/delay when connecting to the Relay. | 4/14/2017 | Customer Care apologized to the customer and attempted to gather information. Customer disconnected. Relay answered 97% within 10 seconds for the day. | Technical Complaints | Long Hold Time/Disconnect |
| 170417-000094 | 4/17/2017 | | HCO | Erica | Erica | Customer stated they were getting an AT&T recording when attempting to dial Directory Assistance. | 4/18/2017 | Customer Care verified the customer and found that there was no long distance carrier and Directory Assistance calls were defaulting to AT&T. Customer Care updated the profile to reflect a new long distance carrier which resolved the issue. Customer was satisfied. | External Complaints | Miscellaneous |
| 170419-000083 | 4/19/2017 | | VCO | Dan | Dan | Customer stated they were receiving a lot of garble during the call. | 4/19/2017 | Customer Care provided several tips for clearing garble during a call. Customer understood. | Technical Complaints | Garbling |
| 170422-000012 | 4/22/2017 | 1422 | VCO | Mary | Mary | Customer stated the CA did not keep them informed while processing the call. | 5/2/2017 | Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA did process the call. Information was forwarded to management and CA received refresher training in regard to this issue. Customer was satisfied. | Service Complaints | CA Did not Keep User Informed |
| 170423-000004 | 4/22/2017 | | VCO | Lonnie | Lonnie | Customer stated they were receiving a lot of garble during the call. | 4/23/2017 | Customer Care provided several tips for clearing garble during a call. Customer understood. | Technical Complaints | Garbling |
| 170423-000009 | 4/23/2017 | | VCO | Mary | Mary | Customer dislikes Relay policy/procedure where correctional facilities cannot make free collect calls to certain whistleblower hotlines. | 5/8/2017 | Customer Care explained the policy/procedure and thanked the customer for their suggestion. Customer Care stated that their suggestion would be forwarded to management. Customer was satisfied and information was forwarded to management. Management received a call from the state who is working with the prison facility to resolve the issue. | External Complaints | Miscellaneous |
| 170423-000011 | 4/23/2017 | | Voice | Mary | Mary | Customer stated they have been receiving suspicious telephone calls through the relay. | 4/25/2017 | Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Care explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood. | Service Complaints | Suspicious/Harassment Call |
| 170424-000021 | 4/24/2017 | | STS | Mary | Mary | Customer had general complaints that the morning CAs do not understand them. | 4/24/2017 | Customer Care confirmed the previous complaints had been forwarded to management and assured the customer that the CAs are specially trained to understand various speech patterns. Customer was satisfied. | Service Complaints | Miscellaneous |
| 170424-000064 | 4/24/2017 | 9063 | STS | Dan | Dan | Customer stated they felt the CA is very inexperienced. | 4/24/2017 | Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. | Service Complaints | Miscellaneous |
| 170426-000068 | 4/26/2017 | | Voice | Dan | Dan | Customer stated they are receiving harassing phone calls on their cell phone. | 4/26/2017 | Customer Care advised the caller they would need to speak with their telephone service provider. Customer understood. | External Complaints | Miscellaneous |
| 170427-000033 | 4/27/2017 | | STS | Mary | Mary | Customer made multiple complaints regarding the Relay service. | 4/28/2017 | Customer Care apologized and stated information would be forwarded to management. Management received information and forwarded on to add as refresher topics to CA training. Customer was satisfied. | Service Complaints | Miscellaneous |